



JOINT COMMITTEES

PARLIAMENTARY JOINT COMMITTEE ON CORPORATIONS AND FINANCIAL SERVICES

Financial Services Regulatory Framework in Relation to Financial Abuse

PUBLIC HEARING

Monday 8 July 2024

Parkroyal Melbourne Airport  
Melbourne Airport, Arrival Dr, Tullamarine, Melbourne

Time	Witness
9.00 am	<b>Customer Owned Banked Association</b> ( <i>Submission 115</i> ) Mr Michael Lawrence, COBA CEO Mrs Darlene Mattiske-Wood, Board Director
9.45 am	<b>Financial Counselling Australia</b> ( <i>Submission 109</i> ) Dr Domenique Meyrick, co-CEO Mr Peter Gartlan, co-CEO
10.30 am	<b>Economic Abuse Reference Group</b> ( <i>Submission 108</i> ) Ms Laura Bianchi, Managing Solicitor, Financial Abuse Service NSW, Redfern Legal Centre ( <i>Submission 116</i> ) Ms Jasmine Opdam, Senior Policy and Advocacy Officer, Financial Abuse Service NSW, Redfern Legal Centre ( <i>Submission 116</i> ) Ms Julia Davis, Senior Policy and Communications Officer, Financial Rights Legal Centre ( <i>Submission 112</i> ) Ms Dacia Abela, Program Manager, Economic Justice Program, Westjustice ( <i>Submission 113</i> )
<b>11.15 am</b>	<b>Break (15 mins)</b>
11.30 am	<b>Women's Legal Services Victoria</b> Ms Jess De Vries, Director, Legal Services Ms Bronwyn Davis, Family Violence Financial Counsellor
12.15 pm	<b>AustralAsian Centre for Human Rights and Health</b> ( <i>Submission 18</i> ) Dr Manjula O'Connor, Executive Director
<b>1.00 pm</b>	<b>Lunch (60 mins)</b>
2.00 pm	<b>Australian Banking Association</b> ( <i>Submission 99</i> ) The Hon Anna Bligh, Chief Executive Officer Ms Amanda Pullinger, Head of Customer Policy
2.45 pm	<b>Bendigo and Adelaide Bank</b> Mr Richard Fennell, Chief Customer Officer Consumer Banking Ms Hayley Bransgrove, Customer Advocate Mr Will Conlan, Chief of Staff
3.30 pm	<b>NAB</b> ( <i>Submission 70</i> ) Ms Jocelyn Turner, Executive, Resolution and Remediation Mr Edward Grieve, Head of NAB Assist

4.15 pm	<b>Commonwealth Bank</b> ( <i>Submission 69</i> ) Ms Kylie Rixon, Chief Risk Officer, Retail Banking Services Ms Angela Macmillan, Group Customer Advocate
<b>5.00 pm</b>	<b><i>Adjournment</i></b>